



King County

The Enhanced 9-1-1 System has been operating in King County since September 4, 1985. All local telephones in King County, including coin phones, are included in the system. About 2 million calls per year are routed through 9-1-1. The system provides many benefits to citizens who need an emergency response from police, fire, or emergency medical personnel.

POLICE ■ FIRE ■ EMERGENCY MEDICAL



WHEN SHOULD YOU CALL 9-1-1

Whenever you or someone else needs the assistance of police, fire, or emergency medical personnel. Do not try to determine whether you have an emergency or not. Call any time you need a RESPONSE and let the dispatch center decide which action is appropriate. You do not receive all of the benefits of 9-1-1 if you don't use it.

If you only need information, and do not need assistance from police, fire or emergency medical personnel, the business telephone numbers of your police and fire departments are listed on the front inside cover of your telephone directory for easy reference.



WHY YOU SHOULD CALL 9-1-1

YOU ONLY NEED TO REMEMBER ONE NUMBER IN AN EMERGENCY SITUATION—9-1-1. In an emergency, it is easy to forget long telephone numbers. You no longer need to remember the telephone numbers of your local police and fire departments. You can simply dial 9-1-1, and the system routes your call to the communications center that dispatches for your police and fire department. You should not dial "0" when you need emergency assistance, because the operator you reach may be located a great distance from you and will not know where you are. Calling 9-1-1 is the quickest way for you to receive assistance in an emergency.

■ **THE ENHANCED 9-1-1 SYSTEM PROVIDES AUTOMATIC NUMBER AND LOCATION IDENTIFICATION.** When you call 9-1-1, the phone number and location you are calling from automatically display on a screen at the dispatch center. If you are unable to talk or lose consciousness, the call receiver will know where you are and can send help.

■ **9-1-1 IS A FREE CALL.** The Enhanced 9-1-1 system is paid for by an excise tax which is collected on every citizen's monthly phone bill. There is no cost to you when you call 9-1-1. 9-1-1 is also a free call from a pay phone. There is no charge for the public safety personnel who respond to assist you. However, there may be a charge if a private ambulance is needed to transport you to the hospital.

9-1-1 EMERGENCY RESPONSE General Information–Large Print

HOW TO CALL 9-1-1

■ **LOCATION OF TELEPHONES.** Think about where the telephones are located in your home or apartment. Do you have mounted wall telephones? These would be difficult to reach if you fell or collapsed. A desk top telephone placed on a table or counter would be easier to reach and could be pulled to the floor if needed. Think about the location of steps, stairways and other natural barriers where you live. If you fell down the stairs, could you manage to get to a telephone to call 9-1-1? If telephones are not easily accessible in your home or apartment, you might want to consider having new telephone jacks installed. This would allow you to have telephones at various locations around your home, such as the bathroom, bedroom, or basement, at a low level where you could reach them from the floor.

■ **COLOR OF TELEPHONES.** Think about the color of your telephones. Dark colors, such as black, brown, or green are difficult to see at night or in poorly lit areas of your home. You might want to replace these telephones with a brighter or lighter color.

■ **TYPE OF TELEPHONE.** Look at your telephone. Does it have a rotary dial that is difficult for you to turn? If you have a touch-tone telephone, are the buttons small and difficult to see and press without misdialing? Many touch-tone telephones now come with larger buttons which are easier to see and press without also striking other buttons. Also, if you have difficulty holding the telephone receiver, many telephones are now available with a speaker phone.

WHAT YOU CAN DO FOR 9-1-1

When you call the telephone company to have service installed, be sure to give correct name and address information. Whenever any of this information changes, notify your phone company's business office so they can update your records. This is how the information is updated in the 9-1-1 system. You will not receive the full benefits of the enhanced 9-1-1 system if your records are not correct.

If you live in a house, be sure to post your house number where it can be easily seen by responding emergency personnel.

As an aid to anyone having to call from your home, it is a good idea to have your personal identification information close to the telephone. You might not need it yourself, but a guest in your home may not even know your address or what number to call in case of an emergency.

WHAT TO EXPECT WHEN YOU CALL

The system will route your call to your police department's communications center. The call taker will ask you what the problem is. If your situation requires the fire department or emergency medical services, they may transfer your call. You may also be transferred to another operator within the same agency for assistance. You will be asked for your address, phone number, and name, and to describe the situation more fully. Stay calm and answer the call taker's questions. As soon as the call taker has confirmed your address and understands what the problem is, they will decide on the appropriate response. They may continue to talk to you after responding emergency personnel have been dispatched.

Be sure to stay on the line and answer all questions thoroughly. Do not hang up until the call taker tells you to do so, unless a threat to your safety requires you to do so.

9-1-1 EMERGENCY RESPONSE General Information–Large Print



ON-EMERGENCY TELEPHONE NUMBERS – Police

Algona 253-833-2743

Auburn 253-931-3080

Beaux Arts 425-454-8580

Bellevue 425-452-6917

Black Diamond 253-631-1012

Bothell 425-486-1254

Burien 206-296-3311

Carnation 425-333-4190

Clyde Hill 425-454-7187

Covington 206-296-3311

Des Moines 206-878-3301

Duvall 425-788-1519

Enumclaw 360-825-3505

Federal Way 253-661-4600

Hunts Point 425-454-1332

Issaquah 425-837-3200

Kent 253-856-5800

Kirkland 425-828-1183

Lake Forest Park 206-364-8216

Maple Valley 206-296-3311

Medina 425-454-1332

Mercer Island 206-236-3500

Newcastle 425-235-2600

Normandy Park 206-248-7600

North Bend 425-888-4433

Pacific 253-833-8486

Port of Seattle 206-431-3490

Redmond 425-556-2500

Renton 425-235-2600

SeaTac 206-296-3311

Seattle 206-625-5011

Sheriff, King County 206-296-3311

Shoreline 206-296-3311

Skykomish 206-296-3311

Snoqualmie 425-888-3333

Tukwila 206-433-1808

Unincorporated King County

King Co. Police 206-296-3311

University of WA 206-543-9331

WA State Patrol 425-649-4370

Woodinville 206-296-3311

Yarrow Point 425-454-7187

9-1-1 EMERGENCY RESPONSE General Information–Large Print



ON-EMERGENCY TELEPHONE NUMBERS – Fire

Eastside Fire & Rescue: 425-392-3433

**Unincorporated Issaquah,
Sammamish, Coalfield, Sunset,
North Bend, Preston, Carnation**

KCFD 2: 206-242-2040

Burien

KCFD 4: 206-546-5716

Shoreline

KCFD 13: 206-463-2405

Vashon

KCFD 16: 425-486-2784

Kenmore, Lake Forest Park

KCFD 17: 360-886-1229

Black Diamond

KCFD 20: 206-772-1430

Bryn Mawr, Lakeridge, Skyway

KCFD 25: 425-255-5151

**Briarwood, East Renton,
Hazelwood, Newport Hills**

KCFD 26: 206-878-2210

DesMoines

KCFD 27: 425-222-5841

Fall City

KCFD 39: 253-839-6234

Federal Way

KCFD 40: 425-255-0931

**Cascade Vista, Candlewood,
Fairwood, Spring Glen**

KCFD 43: 425-432-0200

Maple Valley

KCFD 44: 253-735-0284

East Auburn

KCFD 46: 253-833-7284

S.E. Auburn

KCFD 47: 360-886-1915

Kangley, Kanaskat, Palmer

KCFD 50: 360-677-2686

Skykomish, Stevens Pass

KCFD 51: 425-434-6333

Snoqualmie Pass

Algona, Auburn 253-931-3060

**Bellevue, Beaux Arts, Clyde Hill,
Hunts Point, Medina, Newcastle,
Yarrow Point** 425-452-6892

Bothell 425-486-1678

Duvall & Surrounding Areas 425-788-1625

Enumclaw & Surrounding Areas 360-825-5544

Issaquah 425-837-3130

Kent & East Kent 253-856-4300

Kirkland, Juanita, Rose Hill 425-828-1143

Mercer Island 206-236-3600

North Bend & Surrounding Area 425-888-0242

North Highline 206-243-0330

Pacific 253-833-7928

Port of Seattle 206-433-5327

Redmond & East Redmond 425-556-2200

Renton 425-235-2643

SeaTac 206-824-2726

Seattle 206-386-1400

Snoqualmie & East Snoqualmie 425-888-1551

Tukwila 206-575-4404

Woodinville 425-483-2131



King County

Department of Executive Services
Office of Emergency Management

E-911 Program Office

206-296-3910 TTY Relay: 711

http://www.metrokc.gov/prepare/E911/e911_pubed.aspx